

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S76	287	eric near2 horvitz.in.	US- PGPUB; USPAT	OR	ON	2008/07/20 09:26
S77	0	379/265.01 and (probability or likelihood) near3 success\$6 near4 (updat\$5 or chang\$5 or modif \$6) and (agent or operator) and sequen\$7	US- PGPUB; USPAT	OR	ON	2008/07/20 09:26
S78	4	success\$6 near3 rout\$5 near2 (subscriber or caller or calling or user or customer) and (agent or operator) and sequen\$7 and (redetermin\$5 or re-determin\$5 or reorder\$5 or re-order\$5 or updat\$5 or modif \$7 or chang\$6) near3 sequen\$7	US- PGPUB; USPAT	OR	ON	2008/07/20 09:27
S79	4	379/265.01 and automated near2 call near2 routing and (agent or operator) and decision and (voice or speech) near recognition and (busy or ready or help) and (hold or wait) and automated	US- PGPUB; USPAT	OR	ON	2008/07/20 09:28

		and (previous or past or history) and cost and frustrat\$6 and queue				
S80	1	probab\$6 near3 success\$6 near3 (rout\$5 or forward\$5 or deliver\$5 or transfer\$6) near3 call and (agent or operator)	US- PGPUB; USPAT	OR	ON	2008/07/20 09:28
S81	11	(probability or likelihood) near4 success\$6 near4 (rout\$5 or forward\$5) near4 call and (past or history or previous\$5)	US- PGPUB; USPAT	OR	ON	2008/07/20 09:29

7/20/08 9:46:36 AM

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